



SOLAR COLLECTOR INC.

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Solar Collector Inc. Warranty Manual

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There is no prior announcement in case any modifications made to actual product specifications.
Solar Collector Inc. reserve the final explanations

Limited Warranty of Solar Collector Inc.

General

This Limited Warranty is only available to the original owner of the solar water heater from **Solar Collector Inc.** It is not transferable. There are no rights, warranties, or conditions, express or implied, statutory or otherwise, other than those contained herein, if any portion of this Limited Warranty is held invalid, the balance shall, notwithstanding, continue in full legal force and effect. This Limited Warranty is the only warranty, which applies to the extent permitted by applicable law.

Solar Collector Inc. warrants this solar water heater, and its component parts, to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period. At its option, **Solar Collector Inc.** will repair or replace the defective solar water heater, or defective component part(s), in accordance with the terms of this Limited Warranty, if it falls in normal use and service during the Applicable Warranty. The replacement solar water heater must be manufactured by **Solar Collector Inc.**. The replacement component part(s) must be **Solar Collector Inc.** authorized component part(s). The replacement unit will be warranted only for the unexpired portion of the original unit's Applicable Warranty Periods.

Effective Date

The Effective Date of Warranty Coverage (or the beginning of the Applicable Warranty Periods) is the date of sale to the Customer against any manufacturing defaults, if properly documented. Otherwise, it is the date of manufacture of the solar water heater plus thirty (30) days.

Applicable Warranty Periods

Major Components	Residential Use	Commercial Use (projects series, home use swimming pool heating)
Solar Collector & Components	10 Years	3 Years
Water Tank	3 Years	1 Year
Mounting Frame	3 Years	1 Year
Work Station & Components	1Year	1Year
Other Accessories	1Year	1Year

Warranty Exclusions

The Limited Warranty will not cover:

- a) Service trips to your home to teach you how to install, use or maintain this solar water heater or to bring the solar water heater installation into compliance with local building codes or regulations.
- b) Copper header pipe: Defects resulting from exposure of the manifold header pipe to pressure exceeding 1 Mpa; Defects resulting from the freezing of the liquid contained in the manifold header pipe; Leakage of the manifold header pipe as a clear result of metallic corrosion and not structural braze failure.
- c) Evacuated Tubes: Loss of vacuum due to breakage during transport, handling or after installation and that gradual reduction in vacuum levels over time.
- d) Damages, malfunctions, or failures resulting from failure to install the solar water heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
- e) Damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain the solar water heater in accordance with the manufacturer's instructions provided.
- f) Damages, malfunctions, or failures caused by operating the solar water heater with the anode rod removed or with modified, altered, or unapproved parts installed.
- g) Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.
- h) Tank failures (leaks) caused by operating the solar water heater in a corrosive or contaminated atmosphere.
- i) Damages, malfunctions, or failures caused by operating the solar water heater with an empty, or partially empty tank (also known as "dry firing").
- j) Damages, malfunctions, or failure caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- k) Tank failures caused by operating the solar water heater when it is not supplied with potable water, free to circulate at all times.
- l) Damages, malfunctions, or failures caused by subjecting the tank to pressures, or firing rates, greater than those shown on the rating label.
- m) Damages, malfunctions, or failures resulting from the use of any attachment, including any energy saving device, not authorized by Solar Collector Inc.
- n) Units moved from their original installation site.
- o) Units that have had their rating labels removed, altered, or tampered with.

A solar water heater should not be operated if the rating label has been removed.

LABOR, SHIPPING AND PROCESSING COSTS

This Limited Warranty does not cover any **labor expenses** for service, repairs, reinstallation, permits, or removal and disposal of the failed water heater, or defective component part(s).

This limited warranty does not extend to transportation cost, delivery expenses, or administrative fees incurred by the original owner of the water heater.

Solar Collector Inc. does not authorize, recommend, or receive any benefit from any **claims processing or similar fees** charged by others to process warranty claims for any water heater, or part(s). **Solar Collector Inc.** will not reimburse any party for these, or any other, fees not specifically covered in this Limited Warranty document.

HOW TO OBTAIN WARRANTY CLAIM ASSISTANCE

Any claim for warranty assistance must be made promptly. First, determine if your Water Heater is "in-warranty" (that is, within the Applicable Warranty Period). You can determine your unit's warranty status by obtaining the complete model number, the complete serial number and the installation date of your water heater by contacting **Solar Collector Inc.**

If your water heater is "in-warranty", contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. You may also select a plumber, or mechanical contractor from your local Yellow Pages to assist you. Be prepared to provide the plumber or the mechanical contractor you call with the complete model number, the complete serial number, and the date of installation of your water heater in addition to an explanation of your water heater problem.

If an exact replacement is not available, **Solar Collector Inc.** will provide your supplier/contractor with the current model of your water heater, or component part(s), or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement water heater, or replacement part(s), to have features not found in the defective water heater, or the defective part(s), you will be charged for the difference in price represented by those required features. If you pay the price difference for those required features and/or to upgrade the size and/or other features available on a replacement new water heater, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Period) for the replacement new water heater.

DO NOT DESTROY, OR DISPOSE OF, ANY "IN-WARRANTY" FAILURE WATER HEATER, OR "IN-WARRANTY" DEFECTIVE PART(S). EVERY UNIT MUST BE RETURNED TO SOLAR COLLECTOR INC. WATER HEATER DISTRIBUTOR (WITH THE ORIGINAL RATING LABEL AND ALL OF THE PARTS INTACT) IN EXCHANGE FOR THE REPLACEMENT UNIT. Each defective "in-warranty" part to be replaced must be returned to **Solar Collector Inc.** in exchange for the replacement component part. **NOTE: Any parts or heaters returned to Solar Collector Inc.** for warranty analysis will become the property of **Solar Collector Inc.** and will not be returned, even if credit is denied. Warranty coverage is subject to validation of "in-warranty" coverage by Solar Collector Inc. Claims Department personnel.

To obtain warranty compensation for an "in-warranty" water heater failure, you must provide your plumber or mechanical contractor with: the failed unit (with the rating label and all the parts intact); the complete model number and the complete serial number of the Solar Collector Inc. water heater that replaced the failed unit; and, the date the original water heater failed. You may also be required to provide documentary proof of the failed water heater's date of installation to establish its "in-warranty" status.

To receive warranty coverage for "in-warranty" defective part, you must provide your plumber or mechanical contractor with the defective part; the complete model number and the complete serial number of the water heater from which the defective part was removed; and, the date the defective part failed. You may also be required to provide documentary proof of the date of installation of the water heater from which the defective part was removed - or the date of purchase of the component part (if it was purchased separately) - to establish the "in-warranty" status of the defective part. Warranty claim documentation provided by your local distribution channels where original purchase was made should be mailed promptly to Solar Collector Inc.

EXCLUSIVE WARRANTY - LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by Solar Collector Inc.. No one is authorized to make any other warranties on behalf of Solar Collector Inc. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. SOLAR COLLECTOR INC' S SOLE LIABILITY, WITH RESPECT TO ANY DEFECT, SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED.**

Solar Collector Inc.
1" Publication: January, 2010

Warranty Registration Card

Solar Collector Inc.
1" Publication: January, 2010

We suggest immediate completion of information in below Warranty Registration Card, and return one copy to us. Reasonable proof of the date of purchase and installation of your water heater may be required to establish its "in-warranty" status.

Owner Information		Products Information	
Name of Owner		Model Number	
Postal Address		Serial Number	
City		Installation Address	
Country		Date of Purchase	
Postal Code		Dealer Name	
Telephone Number		Telephone Number	
Email Address		Email Address	
Signature of Owner		Address	

Installer(s) Information	
Name of Installer	
License Number	
Telephone Number	
Installation Company Name	
Company Address	
Company Telephone	
Date of Installation	
Installer Signature	

NOTE

1. Customers shall keep one copy of the registration card for records.
2. Customers in America pls mail or email above registration card direct to Solar Collector Inc. in Pomona, CA.
Solar Collector Inc.
Add: 3040 Temple Ave #188, Pomona, CA, 91766, US.
E-mail: solarcollectorinc@hotmail.com
3. Customers of rest of the world pls email or mail above registration card to manufacturing plant in China.
Add: Huangwan Industrial Area, Haining, Zhejiang, 314415, China
E-mail: info@solarcollectorinc.com